

Meeting the Goals of LSTA

The LSTA Five-Year Evaluation report produced by the Information School at the University of Washington describes many of the programs that have occurred. Each program is organized under one of the three major goals of the LSTA Five-Year Plan. The evaluation report also describes the impact upon libraries and the geographic distribution of LSTA funding and grant awards throughout the state. This section of the lessons learned and future directions report provides examples of activities that were completed at the objective and action plan level. The structure and format of the plan are such that it is difficult to characterize an objective or an action as fully completed. Most objectives and actions are open-ended and continue in-progress as additional libraries or staff receive benefit from the use of LSTA funding. Very few actions have not been addressed in some manner through the use of LSTA funding. The action under Goal 3, Objective 3 that refers to the Government Information Locator Service (GILS) program in Washington state has not been addressed with LSTA State Program funding but rather has been implemented and supported with state funding. The GILS program has also utilized federal LSTA National Leadership Grants to further enhance this program in Washington state and expand the program and model into several other states.

What follows is a review of the goals, objectives, and proposed actions that are contained within the Washington State, Library Services and Technology Act (LSTA), Five-Year Plan, revised October 1997, and examples of progress and results seen in meeting the objectives of that part of the plan.

Goal 1: The people of Washington, whatever their age, ability, culture, ethnic background, language, level of literacy, economic situation or geographic location, will have effective library service that meets their needs

- **Objective 1:** Increase the capacity of libraries to develop services which are responsive to and reflective of the diversity in their individual communities.
 - Proposed Actions
Provide coordinated programs and grants to:
Action 1: Assist libraries in assessing customer needs and measuring customer satisfaction.

Action 2: Assist local public libraries to address the particular needs of their communities.

Action 3: Develop new programs and services, and coordinate existing programs and services among libraries, and between local libraries and local agencies, that provide services to children, youth, or elders.

Action 4: Develop new programs and services, and coordinate existing programs and services, among libraries and between local libraries and local agencies that provide services to people whose ability levels, cultural or ethnic backgrounds, language, level of literacy, economic situations, or geographic location make libraries difficult to use.

Action 5: Provide projects that will reduce the barriers that prevent children, youth, and elders from access to library services.

Action 6: Provide projects that will improve services to people with varying abilities, cultures, ethnic backgrounds, language, economic situations, or geographic location.

- Examples of Progress and Results

- Diversity Project*

- The Diversity project began in 2000 for the purpose of assisting libraries in developing effective programs to serve diverse ethnic populations. After initial planning and organizing, the Diversity Advisory Group conducted a needs assessment survey of libraries' interest in this subject. The survey included questions related to which cultural groups were being served and what was needed to give better service to diverse populations. Based upon survey results, a series of workshops was organized to cover topics of the most interest.

- The first set of four workshops, held in Everett, Moses Lake, Spokane, and Tacoma, involved training in how to do a community needs assessment. Over 120 attendees attended the training. A second round of diversity training workshops, planned for nine locations in spring 2002, will focus upon direct, across-the-desk skills for library staff meeting patrons of many cultures. The first two of the second round of workshops have occurred with 62 attendees. Currently, 226 library staff are registered for the remaining seven workshops. A tenth workshop is currently under consideration in response to continued demand for attendance. A third set of workshops to be held during summer 2002 may involve marketing of library services to diverse groups.

- A diversity grant cycle for libraries to develop, enhance, and implement programs to serve diverse ethnic populations opened in 2002. This grant cycle emphasizes effective needs assessment, building community partnerships, and developing outreach programs.

- Early Learning Initiative*

- The Early Learning project began in 2000 with the following goals:

- 1. To help libraries develop programming and services that have a positive impact on the 0-5 age group and their caregivers;
 2. To help libraries develop collaborative partnerships with other professional and community groups that are providing related services; and
 3. To help libraries to improve the visibility of the important role of libraries in this early age of child development

- Part of the Early Learning project were two grant programs for developing effective programs and partnerships based on emerging research in brain development and the important role libraries play in the development of children from birth through age 5.

- Grant awards were made in 2001 and included:

- 1. Thirty-one libraries were awarded Early Learning Core Collection Grants consisting of 240 books and other materials. Awardees receiving the collections attended workshops at locations around the state that focused on effective use of the collections and incorporated early brain research into programming. Community partners were also invited to attend these workshops.
 2. Five libraries were awarded Early Learning Demonstration (ELD) grants to develop programs geared to children in the birth-age 5 group, and their caregivers. Programs were developed and implemented in partnership with other agencies in the community. A second grant cycle is currently underway.

- **Objective 2:** Provide support for library services to populations with special needs.

- Proposed Actions

Through a state-administered program provide:

Action 7: Support for library services that directly or indirectly benefit residents of state institutions.

Action 8: Support for library services to individuals with disabilities.

Provide coordinated programs and grants to:

Action 9: Improve library programs that support literacy and English as a Second Language.

Action 10: Improve library programs that address the needs of persons with disabilities.

Action 11: Improve library programs that address the needs of persons whose primary language is other than English.

- Examples of Progress and Results

Institutional Materials and Equipment

Library materials were purchased for the WSL branch libraries located within the Washington State Department of Corrections correctional facilities. These libraries serve the approximately 15,000 persons who make up the inmate population and the staff of these prison facilities. Reference materials, in all acceptable formats, were upgraded, as were recreational, educational non-fiction, and foreign language/large print materials. The positive impact of the material on the inmates focused on the support of institutional programs, development of Life Skills, provision of information for drug and alcohol abuse, literacy, self-help, and the productive use of time when incarcerated. These materials were especially important in light of reduction of other recreational and educational activities. The project provided materials for professional development and education for the prison staff. The project also provided materials for those staff who provide treatment and correctional programs to the inmates.

Washington Talking Book & Braille Library

The Washington Talking Book & Braille Library (WTBBL) provides free library service consisting of books and magazines in alternate formats to meet the information, self-education, and recreational needs of visually impaired, blind, physically handicapped, and learning disabled residents of Washington state. To receive service, these individuals must be eligible under the criteria of the U.S. Library of Congress, National Library Service for the Blind and Physically Handicapped (NLS). In 2001, the WTBBL had over 13,000 registered patrons within Washington state.

Seattle Public Library Early Learning Demonstration Grant

The Seattle Public Library received an ELD grant to encourage adults who have English as a second language to have literacy-based interactions with children ages birth to five. The grant allowed the library to create bilingual kits containing children's print resources, audio resources and early learning facts. The grant also allowed the library to design interactive experiences for families and childcare providers that model sharing books with young children. Staff development training to Seattle Public Library children's librarians on culturally diverse child development practices, along with instruction to improve connections within communities, was an important part of this grant.

Tacoma Public Library Connectivity 1999 Grant

The Tacoma Public Library received a Connectivity 1999 grant to implement the Adaptive Computers for Visually Impaired People project. This project set up adaptive workstations in five Tacoma Public Library locations providing, for the first time, access to the library's electronic resources and services for visually impaired people. Each PC workstation included a flatbed scanner and a hardware speech synthesizer. Jaws screen reading software, the MAFic screen enlargement system, and OpenBook text reader software were also installed.

King County Library System Early Learning Demonstration Grant

The King County Library System (KCLS) received an ELD grant. This ongoing grant allows KCLS to partner with the Puget Sound Educational Service District's Head Start (HS) and ECEAP (Early Childhood Education and Assistance Program) to provide multilingual story times for families. Story times are held at selected HS/ECEAP centers, with subsequent multilingual story times offered in local community libraries. Printed and audio information about library services and early literacy are being produced in selected languages. Multilingual children's literature is being purchased to enhance the existing collections.

Yakima Valley Regional Library Early Learning Demonstration Grant

In partnership with Yakima Neighborhood Health Services, Yakima Valley Farm Workers Clinic, and Washington State Department of Social and Health Services Community Services Offices, this ELD grant allows the Yakima Valley Regional Library to provide a new library service of 15-20 minute story breaks in public agency waiting rooms. Bringing this service into the community acts as a learning opportunity for young children and their parents, and acts as a portal for underserved populations into the use of traditional library services.

- **Objective 3:** Increase ability of library employees to improve their customers' abilities to seek, evaluate, and use information.

- Proposed Actions

Through a coordinated program, offer workshops to:

Action 12: Enable library staff to train customers in information retrieval skills.

Action 13: Increase the skills of library staff to provide training which addresses various ages and reflects the needs of diverse populations.

Through a coordinated program and grants process:

Action 14: Assist libraries to acquire and use on-site distance learning technology for library staff and customers.

Provide coordinated programs and grants to:

Action 15: Develop and support information literacy programs using methodologies that are tailored to diverse populations.

Action 16: Develop an integrated program of information literacy that involves all types of libraries.

Action 17: Coordinate existing programs and service, and the development of new programs and services, among libraries, and between local libraries and local agencies that provide information literacy.

- Examples of Progress and Results

- Electronic Reference Workshops*

- Electronic Reference Workshops were conducted as a result of a statewide training needs assessment that took place in the spring of 1998. A series of fourteen workshops were offered to members of the Washington library community on the subject of using the Web for library reference services. One hundred fifty-eight library staff attended these workshops.

- Information Literacy Project*

- WSL, in conjunction with the University of Washington School of Library and Information Science and others, has launched a large statewide campaign to enhance the information literacy and authentic learning of all Washington citizens, young and old alike. The project includes a train-the-trainer component, in addition to training workshops held for library personnel throughout the state. The second component of the project was planning a statewide marketing campaign to include a Web site, publicity materials, PSAs, and free billboard space.

Starting in September 2001, the WSL Information Literacy Project began offering workshops across the state for staff from all types of libraries. These workshops are designed for any library staff involved with their customers' information needs. The workshops provide participants with a foundation of principles and practices of information literacy. Participants learn creative strategies to use in their own libraries to develop techniques and practices to enhance their customers' information skills. Participants learn how the various components of information literacy can be integrated into a variety of library learning situations and walk away with the necessary skills, methods, and activities to implement information literacy in their library environment. Four hundred thirty-four persons attended this training in 2001. Additional workshops have taken place or are scheduled in 2002. Over 100 persons have pre-registered to attend the information literacy presentation, Information Literacy – Bringing All Libraries On Board, scheduled at the OLA/WLA Joint 2002 Conference in Portland, Oregon.

- Satellite Demonstration Project*

- The Satellite Demonstration Project was established in order to maximize the ability of public libraries to access distance learning opportunities for both staff and customers. Satellite receiver dishes and accompanying equipment were installed in ten library sites throughout the state. The sites were chosen by a preliminary survey process assessing interest and capability, followed by an application process. WSL contracted with the Washington State Department of Information Services, Interactive Technologies, to provide consultative services. Through an appropriate bid process, a vendor was chosen and the equipment was put into place.

Selected members of the library staff were given thorough training on the use and maintenance of the equipment, as well as assistance with programming resources. The system was inaugurated on September 1, 1999, with a celebratory satellite broadcast, at which time, many staff had an opportunity to use the system.

- **Objective 4:** Maintain a support system for communities and/or regions that make a commitment to fund library services.

- Proposed Actions

- Through a state-administered program provide:

- Action 18: Consulting and training to staff of small or rural libraries.

Action 19: Support for start-up costs for new library districts, consolidation of existing units into larger units of service, and the expansion of existing districts.

Action 20: Support for libraries to participate in coalitions and collaborative efforts with other agencies that share similar missions, for the purpose of improving library service.

▪ Examples of Progress and Results

OpenBook Project

The OpenBook project is designed to permit rural libraries to use technology to perform the fundamental tasks of organizing the library's collection and maintaining a patron database. Essentially, this is a pilot automation project. Libraries would receive technology training focused on the tasks of collection development, weeding, inventory control, cataloging via Internet MARC records, patron registration, and circulation. The software utilized for this project is the OpenBook Integrated Library System, developed by the Technology Resource Foundation (TRF). OpenBook is a full-featured library automation system developed for use by small public and school libraries. In addition, libraries participating in the pilot project will be participating in consortial activities that will increase their ability to use the OpenBook product effectively. This will create a statewide network of OpenBook users who can use their expertise and experiences to assist each other.

Participants in this project receive on-site training, manuals, support from both TRF and WSL for the term of the project, and a workstation pre-configured with the OpenBook software and appropriate cataloging tools. Three rural public libraries and one rural school library are participating in this demonstration project.

Pierce County Library System Connectivity 1999 Technology Enhancement Grant

Pierce County Library System received a Connectivity 1999 Technology Enhancement Grant in order to ease the Milton Memorial Library transition into the Pierce County Library System. The grant allowed Pierce County Library to integrate Milton's collection and bibliographic holdings and patron files into their Dynix system, create a local area network with Windows workstations, and provide connectivity to Pierce County Library System's 1.2 million item collection, online databases, and the Internet. Milton residents experienced significant access and service improvements.

San Juan Island Library Phase 5 Technology Enhancement Grant

The San Juan Island Library received a Phase 5 Technology Enhancement grant for implementation of The Partnering through Technology project. This project extended local library services by delivering on-line resources directly to participating service organizations including the San Juan Island School District, the senior services center, and the Friday Harbor branch of Skagit Valley Community College.

Digital Images

The Digital Imaging Initiative is focused on creating opportunities for libraries to collaboratively build sustainable statewide access to digital images collections. Library staff have gained an awareness of the issues and methods necessary to successfully conduct digital projects. They have also become aware of methods to acquire funding through grants and other sources to sustain their imaging projects.

- **Objective 5:** Increase opportunities for policy makers, stakeholders, and libraries to understand the importance of providing effective library services that reflect the needs of diverse populations.

- Proposed Actions

Through coordinated programs provide:

Action 21: Consulting, facilitation, informational forums.

Action 22: Opportunities to educate policy makers, stakeholders, and library staff on the importance of this goal in providing effective library services in the 21st century.

- Examples of Progress and Results

Workshop in Library Leadership Conference (WILL)

Two WILL conferences took place in 1999 and again in 2001. These conferences were aimed at library trustees, "Friends groups," and staff. Programs presented in 2001 included "Reaching New Users: Dealing with Diverse Neighborhoods" and "2000 Census: What You Can Learn from It." Seventy-six persons attended the 2001 WILL conference. Seventy-seven persons attended the 1999 WILL Conference.

Public Library Trustee Reference Manual

The Public Library Trustee Reference Manual provides an in-depth discussion of the major issues, laws, and responsibilities that library trustees will need to know about as they guide their libraries. This manual is written primarily for governing library boards of trustees and library directors, but it also may be useful to advisory library boards, Friends of Library groups, and other library supporters.

The Reference Manual is designed to:

- Give in-depth information about critical issues facing library trustees;
- Provide guidance on carrying out the complex responsibilities of a board member;
- Show examples of best practices; and
- Supply additional resources, especially Internet Web sites, for further consultation.

Approximately 650 copies of this manual were distributed to the public library community in Washington.

Goal 2: The people of Washington will have access to and the ability to use the wealth of electronic resources available through libraries

- **Objective 1:** Increase the number of libraries in the state that are electronically networked.

- Proposed Actions

Provide coordinated programs and grants to:

Action 23: Extend affordable connectivity to all eligible library sites.

Action 24: Make use of existing state, regional, and local electronic infrastructure, such as the K-20 network.

Action 25: Increase the ability of local libraries to provide their clients with electronic access to information, especially projects that address the interconnection of electronic systems.

Action 26: Assist libraries to plan and implement electronic information networks.

- Examples of Progress and Results

Connectivity Project Phase 4 Off-the-Shelf Grant Cycle

The Phase 4 Off-the-Shelf grant cycle continued the Off-the-Shelf grant program.

Phases one through three of this program were funded using LSCA funding. Phase 4 was the first phase to use LSTA funding. Each phase of the grant cycle was specifically

focused on public and/or tribal libraries. The Phase 4 Off-the-Shelf grant cycle continued to work toward the goal that every Washingtonian shall have graphical access to electronic resources at their public library. The grant cycle provided a non-competitive opportunity for qualifying public and tribal libraries to receive Windows NT public access Internet workstations, as well as assistance with installation, set-up, and training. As part of Phase 4, twelve libraries received a total of twenty graphical public access workstations.

K-20 Project

The purpose of the K-20 project is to bring Washington public libraries into the successful K-20 network. Washington's K-20 network currently provides school and educational institutions with fast and reliable telecommunication lines and an Internet Service Provider. During FFY01, the K-20 project for libraries awaited a decision from the K-20 governing board that would allow WSL to work with local libraries to begin connecting them to the network. WSL staff worked with Department of Information Services personnel to lay the groundwork for K-20 implementation. In October 2001, the K-20 board granted spending authority that allowed the project to start to move forward. For FFY02, the K-20 project will move ahead rapidly and the LSTA funds allotted for the project will be spent on WSL staff conducting pre-installation site visits and purchasing and installing upgrades of hardware and software.

Gates Foundation State Partnership Program

WSL staff worked with the Gates Foundation to begin the Gates Foundation State Partnership Program in Washington state. The statewide application was completed and approved. WSL staff also worked with Gates Foundation staff to coordinate the application process with local libraries and provide secondary support to libraries completing applications for the Gates computer packages.

Morton School District Phase 5 Technology Enhancement Grant

The Morton School District received a Phase 5 Technology Enhancement grant to replace aging computer equipment and automate additional school libraries. The economically depressed communities of Morton and Mineral do not have access to a public library system. Technology enhancement funding helped to offset this disadvantage by providing a means to upgrade the Morton High School Library automation system to a Y2K compatible system and purchase automation systems for Morton and Mineral Elementary libraries. The proposed systems enabled patrons to search the collection from both home and classroom.

IT Consulting

WSL IT consultants have worked with numerous public libraries to plan and implement networks within and among library buildings. This expertise provided these libraries with a cost-effective method of planning and implementing these systems. Many times, rural communities do not have access to local expertise in this field or do not have access to the expertise at a cost affordable to the library.

- **Objective 2:** Increase the number of libraries which are consistently upgrading their information technology.

- Proposed Actions

Provide coordinated programs and grants to:

Action 27: Enable consulting and technical assistance on technology planning.

Action 28: Promote standards-based solutions and continued development and re-assessment of standards.

Action 29: Promote opportunities for "research and development."

Action 30: Increase the ability of local libraries to provide their clients with electronic access to information, including projects that address the interconnection of electronic systems.

Action 31: Assist libraries to plan and implement electronic information networks.

▪ Examples of Progress and Results

E-Rate Support and Assistance

WSL IT consulting staff worked with many public libraries throughout Washington to develop basic technology plans that would satisfy E-Rate technology planning requirements. These plans introduced the smallest of these libraries to the concepts and processes required for maintaining effective computing and network services.

Connectivity 2000 Search and Development Phase Grant Cycle

The Connectivity 2000 grant cycle was intended to assist libraries in their efforts to provide their customers electronic access to a variety of library services. One phase of this grant cycle focused on research and modeling of emerging technologies for the provision of library services. Examples of emerging technologies included, but were not limited to, streaming video and audio, IP phones, e-commerce applications, and wireless technologies. Four research and development phase grants were awarded to libraries for the following purposes:

1. Development of a wireless training lab that can be more easily transported to the branch lab for training sessions at that additional location;
2. Researching the potential for installing digital cellular modem service to establish network connectivity for the library system's two bookmobiles;
3. Providing a wireless public Internet access workstation for use in a bookmobile; and
4. Providing reference centers within a library district public Internet access touch screen workstations.

Statewide Virtual Reference Service Project

The Statewide Virtual Reference Service Project is focused on the development of best practices, methods, and standards for creating virtual reference services in Washington state libraries. The Virtual Reference Project will be developed in partnership with libraries of the state, thereby providing a demonstration of best practices to support wide availability of electronic reference and the opportunity for cost savings to all involved.

Fort Vancouver Regional Library Connectivity 2000 Plus Grant

Fort Vancouver Regional Library District (FVRL) received a grant to support FVRL's participation in iNet, a cooperative project with other local government agencies to deploy a fiberoptic Gigabit Ethernet backbone throughout Clark County. Specifically, this funding purchased the hardware required to link seven library branches and FVRL administrative offices to iNet, significantly expanding bandwidth.

Castle Rock School District Connectivity 2000 Plus Grant

The focus of "Connections for Learning" was to improve student learning in the middle grades (6-8) by expanding research capabilities, providing electronic access to current learning resources, creating an electronic catalog of the library's collection to allow

targeted inventory purchases, and enhancing the presentation of information. The proposal had three major components:

1. Provision of four Internet-ready computer workstations for student research;
2. Automation of library services, and
3. Provision of state-of-the-art presentation tools.

Roslyn Public Library Connectivity 1999 Technology Enhancement Grant

The Roslyn Library established a Virtual Library computer station with Internet access to meet the reference and research needs of their customers. The existing computer station was busy throughout open hours and usually unavailable for lengthy research or quick reference. The library's limited budget rendered them unable to maintain a print reference collection. The Virtual Library was used to provide online reference and research for patrons, on their own and using the library's staff.

- **Objective 3:** Increase the number of libraries that are able to take advantage of the telecommunications discounts.

- Proposed Actions

Provide coordinated programs and offer workshops to support:

Action 32: Telecommunications planning and negotiating for telecommunications services.

Action 33: Negotiation of favorable telecommunication discount rates for libraries.

Action 34: Negotiation with regional and local vendors for telecommunication services and favorable discount rates.

- Examples of Progress and Results

Information Technology Consulting

WSL IT Consultants worked with local libraries to take full use of available E-Rate assistance and support. WSL IT Consultants also worked with local libraries on implementation of the K-20 network project for public libraries. The implementation of this project will result in lower telecom bills for many broadband library customers and in some instances will provide broadband service to libraries for less than the cost of maintaining the several existing dial-up connections.

WSL IT Consultants worked with the Washington State Department of Information Services to complete a statewide K20 E-Rate application that provides consortial discounts to participating libraries.

As part of the K-20 networking project, WSL IT Consultants worked with vendors, the K-20 network board and local libraries to determine the best selection of services at the most cost-effective rates.

- **Objective 4:** Increase the availability of licensed databases.

- Proposed Actions

Provide coordinated programs and grants to:

Action 35: Facilitate coordination of needs assessment among libraries.

Action 36: Initiate support for securing favorable rates for cooperative licensing of commercial products.

Action 37: Increase libraries' ability to provide their clients with electronic access to information and document delivery.

Action 38: Assist libraries to plan and implement electronic information networks.

- Examples of Progress and Results

- *Statewide Database Licensing Program*

- Contracted with University of Washington to assess the impact of centralized, cooperative purchasing among Washington's non-profit library community which produced "A Study of the Impact of Statewide Database Licensing on Information Provision in the State of Washington," SDL Project staff worked with the Washington Public Libraries Cooperate! group and the Washington Medical Library Association to obtain licenses to databases not available as part of the SDL contract, conducted database trials during which Washington libraries could become familiar with a wide variety of databases and express interest in purchasing licenses to these databases, and produced a promotional video and marketing kit. Distributed widely throughout the Washington library community the video and marketing kit encouraged libraries to use the databases available through SDL and market themselves to their communities.

- *Bibliographic Center for Research (BCR) Membership*

- In January 2001, WSL joined other western state libraries in purchasing memberships to the Bibliographic Center for Research (BCR). WSL's membership allows individual Washington libraries to participate in multi-state purchases of databases, supplies, and training without paying individual memberships.

- **Objective 5:** Increase libraries' access to technical training and support for electronic access.

- Proposed Actions

- Provide coordinated programs and grants to support:

- Action 39: Consulting and technical assistance in electronic access for libraries.

- Action 40: Sharing of existing knowledge in the state.

- Action 41: Coordination of existing programs and services, and the development of new programs and services among libraries and between local libraries and local agencies with shared missions.

- Examples of Progress and Results

- *Information Technology Training*

- The increased demand for IT resources in Washington libraries, as well as the rapidly changing IT environment, places increased demand on library staff. The training required is expensive and in generic information technology fields of networks, workstation, and server support, rather than typical library specialties. Training as a group provides a cost-effective model and allows some tailoring to meet library needs. Funding in this area allows additional training opportunities to increase the information technology literacy of library staff.

- Goals:

- 1. Leverage increased buying power to decrease the cost of acquiring technical training for library IT staff;

2. Increase the number of certified professional IT staff in the Washington state libraries; and
3. Increase the overall literacy of library staff on IT subjects

There are currently two programs that provide IT training opportunities:

1. Training for IT professionals is designed for staff providing computer, network, application, and Web support at libraries.
2. Computer skills training for library staff is designed for library staff to increase their computer skills and make them an asset for other library staff in providing computer application assistance.

Digital Imaging Initiative

One result of the Digital Imaging Initiative was the creation of the Washington Digital Library Portal Web site. This portal features links to two different types of Web sites. The Washington State Collections Web site provides convenient access for Washington residents to digital library collections published by Washington state libraries. The Digital Best Practices Web site offers a practical, detailed presentation of best practices and methods for creating digital collections. Each topic paper discusses issues and techniques relating to digital publishing of heritage resources. This interactive Web site will guide staff of libraries and heritage organizations to plan, develop, and implement a digital imaging project. The Web site uses a variety of presentation tools, including interactive pages, links, graphics, and text to present the information. The site offers both information and training options to staff of libraries, museums, and heritage organizations.

Library Information Technology Working Group (LITWG)

LITWG presents workshops and forums that provide a venue by which often isolated IT practitioners may come together as a community to introduce, discuss, and analyze new technologies and the impact of these on the library community. Through these gatherings, participants are empowered to share their unique experiences and puzzle through common challenges. WSL in cooperation with LITWG has presented a number of scheduled workshops on various topics across the state. Over the past three years, workshops have been presented in Tacoma, Vancouver, Tri-Cities, Yakima, Spokane, and Everett. Topics have included Connectivity, Network Security, Web Technologies, Web Rapid Application Development, Intranet Technology, Wireless Networking, Filtering, and Thin-client Technology. Over 325 IT staff have attended these workshops.

- **Objective 6:** Increase the ability of library employees to ensure that staff are consistently updated in the effective uses of library technology, including the electronic delivery of services.

- Proposed Actions

Provide coordinated programs and grants to:

Action 42: Assist libraries to acquire and use on-site distance learning technology for library staff and customers.

Action 43: Provide consultation, information, and referral services that will enable the staff of small libraries to use information technology solutions to enhance services to their customers.

Action 44: Provide an information center or clearinghouse on the uses of library information technology within Washington state.

Action 45: Provide training opportunities in library technology and the electronic delivery of services.

Action 46: Provide opportunities to share existing knowledge within the state.

▪ Examples of Progress and Results

Satellite Demonstration Project

In order to maximize the ability of public libraries to access distance learning opportunities for both staff and customers, satellite receiver dishes and accompanying equipment were established in ten library sites throughout the state. The sites were chosen by a preliminary survey process assessing interest and capability, followed by an application process. WSL contracted with the Washington State Department of Information Services, Interactive Technologies, to provide consultative services. Through an appropriate bid process, a vendor was chosen and the equipment was put into place.

Selected members of the library staff were given thorough training on the use and maintenance of the equipment, as well as assistance with programming resources. The system was inaugurated on September 1, 1999, with a celebratory satellite broadcast at which time many staff had an opportunity to use the system.

Information Technology Support Project

During past grant cycles, the Connectivity Project provided valuable computing technical assistance to libraries in terms of workstation support, network design, and technology plan development. Additionally, training in Web technologies and effective use of Web capabilities was provided by the training position. The Information Technology Support project continued this support, specifically to small and medium libraries. The project was critical to the continued increase of digital resources in Washington libraries. Technology assistance to libraries, especially in rural areas, is extremely important to the continued development of access to electronic resources. Without this project, the gap between the have and have-not would continue to grow.

IT Literacy Project

The IT Literacy project provided funding for various activities within the IT community. The project provided for dissemination of new information, research, and the development of an agreed upon standards to assist in addressing IT issues and problems. Funding supported LITWG, IT forums, IT issues, research and development of groups, special forums on Web development, Web searching, networking technology, and other IT issues.

eServices for LSTA Eligible Libraries

WSL provides free Web services to LSTA eligible libraries. These Web services are focused toward small and medium size libraries, in order to assist them as they move into the world of Web technologies or to expand service offerings. The intent is to augment, not to compete with local Information Service Providers (ISPs).

The goals for these WSL Web services are to:

1. Provide libraries the capability to expand their Internet service offerings;
2. Provide libraries with a way to evaluate local need and demand, as well as service effectiveness;

3. Help libraries acquire data to make business decisions; and then be able to
4. Determine how and when to establish an Internet site, based on operational knowledge of equipment, connections, and technical support that will be needed.

WSL Web services include: web hosting, Cold Fusion Server 5.0 for application development, HyperText Markup Language (HTML) compliant, Common Gateway Interface (CGI) directory access, electronic mail and mailing lists, access to MS-Structured Query Language Databases (MSSQL), web discussion areas and chatrooms for library and community use, calendar capabilities for library/ community events, and surveyor for completing on-line surveys.

Statewide Virtual Reference Service Project

The Statewide Virtual Reference Project is developing a training curriculum for electronic reference service for delivery via interactive chat software to remote locations.

- **Objective 7:** Increase opportunities for policy makers, stakeholders and libraries to understand the importance of electronic resources in the effective delivery of library services.
 - Proposed Actions
Through coordinated programs provide:
Action 47: Consulting, facilitation, and informational forums.

Action 48: Opportunities to educate policy makers, stakeholders, and library staff on the importance of this goal in providing effective library services in the 21st century.
 - Examples of Progress and Results
Workshop in Library Leadership (WILL)
WILL '01, a conference aimed at library trustees, friends, and staff presented three programs on library technology, electronic marketing, and online training, and new audio formats.

Goal 3: The people of Washington will have equitable, seamless access to all resources available through libraries

- **Objective 1:** Increase the number of libraries which use coalitions to develop new services, coordinate existing services, and share resources.
 - Proposed Actions
Provide coordinated programs and grants to support:
Action 49: Identifying and pursuing strategies that leverage buying power.

Action 50: Assisting libraries to form coalitions and collaborative efforts with other entities.

Action 51: Coordinating and facilitating collaborative development efforts with appropriate public agencies and private businesses, in order to advance the state of IT for Washington's library community.

- Examples of Progress and Results

- Statewide Database Licensing Program*

- The SDL program provided a method for all types of libraries to collaborate on the purchase of licensed databases. It is estimated that these purchases have saved Washington libraries approximately \$8,300,000 over the life of the vendor contract. In 2001, approximately 98% of public libraries (65 of 66) participated in the project and 94% of community and technical college libraries (31 of 33) participated in the project. All 9 educational service districts (ESD) participated and most school library media centers participated through their ESDs. In addition, numerous medical libraries, tribal libraries, and libraries within private colleges participated.

Optional contracts have been negotiated from several vendors to provide other database licensing packages. Five optional packages have been negotiated for: medical libraries and universities (OVID journal collection); public libraries (ProQuest Genealogy and Local History database package and the Gale Public Library Package); and all library types (OCLC FirstSearch and also Reference USA).

- Statewide Virtual Reference Service Project*

- The Statewide Virtual Reference Project funds demonstration projects for cooperative delivery of electronic reference service through grant cycles in 2002.

- Community College Conspectus Project*

- The Community College Conspectus project was a collaborative effort by thirty-two community colleges throughout the state to assess the breadth and depth of collection strength through the use of comparative measures. LSTA funds (\$30,000) supplemented other monies provided through the community college system. This collection analysis project provided information that was required for further planning in the areas of resource sharing, interlibrary loan services, and collection management.

- Consumer Information Project*

- The Find-It! Consumer project was a collaborative effort of state organization sponsors and library staff to make useful, quality consumer information easily available to the public. Find-It! Consumer is a Web site search engine that provides a single stop for searching more than 100 consumer protection and public safety Web sites. This effort was initiated as a result of library staff and directors from around the state expressing a need on behalf of the public for consumer information which is easily accessible, accurate, timely, and of high quality. Approximately 100,000 visits to the Find-It! Consumer website occurred during the period January 3, 2001 through September 14, 2001.

- **Objective 2:** Increase the number of unique local resources available electronically to people across Washington state.

- Proposed Actions

- Provide coordinated programs and grants to support:

- Action 52: Projects that increase the ability of local libraries to provide their clients with electronic access to information, including projects that address the interconnection of electronic systems.

- Action 53: Projects providing for the addition of unique local resources that are electronically accessible.

- The SDL project allows academic libraries, public libraries, school libraries, special libraries and tribal libraries access to over 1,500 journals and magazines, including access to major Washington newspapers.

- Examples of Progress and Results

- Digital Images Grant Cycles*

- In 2000 and 2001, the Digital Imaging project awarded 15 grants worth approximately \$609,000 to libraries within Washington state. These grants allowed libraries to partner with other libraries or heritage organizations to digitize important collections and explore and provide ways to make these collections available electronically.

- Statewide Virtual Reference Service Project*

- The Statewide Virtual Reference Project coordinates testing and evaluation of a cooperative system provided by OCLC and shared by eight multitype libraries in separate geographic locations to provide tiered electronic reference service.

- **Objective 3:** Increase the points of access to government information.

- Proposed Actions

- Provide coordinated programs and grants to support:

- Action 54: Training opportunities in retrieval of government information.

- Action 55: Consistent production of government information.

- Action 56: Access to local government information using the GILS standards.

- Action 57: Assistance to libraries to plan and implement electronic information networks.

- Action 58: The ability of local libraries to provide their clients with electronic access to information, including projects that address the interconnection of electronic systems.

- Examples of Progress and Results

- Electronic Reference Workshops*

- Fourteen electronic reference workshops provided training to 158 library staff throughout Washington state. These workshops focused on the use of the Web for library reference service.

- Information Literacy Project*

- The Information Literacy Project provided training for 434 library staff and additional workshops are continuing in 2002. These workshops focused on teaching information literacy skills to library patrons and customers, and other library staff.

- Virtual Library Project*

- Using LSTA funding, WSL has provided a variety of assistance to libraries to help them bring content to customers. The Virtual Library project assisted libraries in developing:

1. Content – information of value to customers including on-line information, library catalogs, digitized information, and/or other materials;
2. Connectivity – the ability of customers to access content information including Web access to that content; and
3. Service centers – facilities designed to host virtual library services.

The Virtual Library Service Center provided the following services to LSTA eligible libraries, with priority to libraries with limited information technology support or Internet access:

1. Web page hosting;
2. Common Web page development tool set;
3. Web accessible database development hosting and common tool set;
4. Mailing list services;
5. Hosting of Web accessible customer service applications;
6. Access to the Libraries of Washington State Information System; and
7. Hosting of Washington Libraries On-Line.

Technology Planning Assistance

As part of WSL's E-Rate support and as part of Connectivity grant cycles, technology plans were a required submittal for each activity. All public libraries submitted technology plans to WSL for approval as part of the E-Rate application process. Documentation of technology planning was required for other library types participating in Connectivity grant cycles. Templates for the development of technology plans for the purpose of satisfying E-Rate and Connectivity requirements were available through WSL. Technical assistance in developing plans and identifying IT issues and solutions was available from WSL technology consultants.

Connectivity Project

From 1998–2001, the Connectivity project awarded 69 grants worth approximately \$1,845,000 to libraries within Washington state. The grants provided enhanced connectivity and significantly increased the number of public access workstations in libraries awarded funding.

K-20 Project

The K-20 network project will allow public libraries to connect to Washington state's K-20 broadband backbone. LSTA funds are being used to provide technical support during this transition.

Gates Foundation State Partnership Program

The Gates Foundation is now awarding equipment grants in Washington to public libraries. A small amount of LSTA funding is being used to provide assistance to public libraries working through this process. These funds allowed WSL staff to explore and coordinate a higher level of coordination and collaboration between the K20 network project and the Gates Foundation grants. The result of this assistance is to ensure a higher level of library participation in these programs and ultimately a greater increase rural Internet access in the state. These projects help to bridge the digital divide that exists in our state.

- **Objective 4:** Increase opportunities for policy makers, stakeholders, and libraries to understand the importance of equity and ease of access to information.

- Proposed Actions

Through coordinated programs provide:

Action 59: Consulting, facilitation, and informational forums.

Action 60: Opportunities to educate policy makers, stakeholders, and library staff on the importance of this goal in providing effective library services in the 21st century.

- Examples of Progress and Results

- Library Information Technology Working Group (LITWG)*

- LITWG was formed in 1999 to assist WSL and LCW in identifying IT issues and developing possible solutions for libraries of our state. LITWG is composed of 12 members from libraries of varying sizes and locations throughout the state. The members are IT professionals from small, medium, large, public, academic, school, and special libraries in Washington state. Two members are the IT representatives from the LCW. The LITWG meets on a quarterly basis and works with WSL and LCW to identify possible LSTA grant areas and emerging issues and technology.